

**AGREEMENT FOR FIREHOUSE SOFTWARE AS A SERVICE
EXHIBIT “A”**

SCOPE OF SERVICES

TSG shall provide those services necessary to create a web hosted version of the software commonly known as “Firehouse” which will enable Sumter to electronically record Fire and Emergency Medical Services (EMS) information into a database thru a graphical user interface utilizing Firehouse software. All maintenance of Firehouse software on TSG servers and the necessary interface provided by TSG shall be conducted in a timely manner. Any changes to the services set forth herein shall be requested as set forth in the following section.

INITIATION OF REQUEST AND WORK ORDER

Sumter will submit its request for assistance to TSG in any one of these acceptable forms: telephone communication, email, or fax. TSG will take the information provided in the request and create a unique Work Order specifically for this request.

When possible, TSG will estimate the amount of time required to complete the tasks identified on the Work Order. When there is not enough information available to estimate the amount of time that might be required, TSG, in conjunction with Sumter, will establish an agreed upon amount of time to invest in the Work Order before both parties reconvene to determine status.

Prior to commencement of any work, both parties will approve the Work Order by signing or by indicating approval via email communications.

BILLING FOR SERVICES

Billing for all work being performed for a Work Order will be done at either the accepted completion of the Work Order, agreed upon by both parties, or on a monthly basis for work completed within a billing cycle. All invoices will identify the work performed as well as the Work Order they were performed against.

DELIVERABLE PRODUCTS

TSG will provide Firehouse software in a web hosted environment. Sumter will be required to provide its licensed users with a computer capable of initiating an internet connection and with sufficient bandwidth (MINIMUM 56k dialup internet connection) to connect to and use the Firehouse software. TSG shall host (provide the infrastructure necessary to run the Firehouse software environment) at TSG’s datacenter and will protect the software and all data stored by Sumter under this Agreement with physical, electrical, and logical security measures appropriate for the hosted environment. Connections inbound to the web hosted Firehouse software are limited only by the number of licenses necessary to connect and use the software requested by Sumter at

contract execution. Additional licenses can be added after execution of the contract but are subject to additional charges detailed in Exhibit B.

Data created by licensed users within the web hosted Firehouse software will be backed up and retained per Sumter's written specifications regarding defined frequency and retention periods. Associated charges for selected options are part of the Additional Services Monthly Charges detailed in Exhibit B.

All maintenance of the web hosted Firehouse software environment, including security updates and Firehouse software updates, will be performed by TSG on a regular basis. Any updates or upgrades that would be an additional cost to TSG will be communicated to Sumter. Sumter will make fee and payment arrangements before any associated update or upgrade is performed.

All hardware and software necessary to support the web hosting infrastructure and to provide the services set forth herein is owned by TSG, with the exception of the Microsoft Service Provider License Agreement (SPLA) licenses that are billed monthly and are not owned by either TSG or Sumter. These SPLA licenses are Subscriber Access Licenses (SAL) as detailed in Exhibit B.